

SANDY CITY
APPROVED CLASS SPECIFICATIONS

I. Position Title: Utility Billing Clerk

Revision Date: 11/14

EEO Category: Admin. Support

Status: Non-exempt

Control No: 30375

II. Summary Statement of Overall Purpose/Goal of Position:

Under the supervision of the Budget & Billing Manager, handles all billing, collections, account maintenance and customer inquiries related to assigned utility routes, all with great attention to detail.

III. Essential Duties:

CUSTOMER SERVICE

- Greets public at counter and on the phone and assists with their requests or questions.
- Effectively resolves problems for customers within the guidelines of City policies and statutes.
- Operates the City Hall CBX and TDD as a backup for the receptionist/cashier.
- Practices good oral and written communication skills as a tool for resolving conflicts with customers.

UTILITY BILLING

- Prepares utility bills for e-mail and/or regular mail-out to customers, including: gathering billing data, entering data on computer, verifying that utility bills are correct and printing billing notices.
- Facilitates collection of bill submitted to customers, including: sending out collection notices, arranging utility turnoffs, making payment arrangements with customers, working with Legal for further collections.
- Bills and collects miscellaneous accounts receivable.
- Researches, computes, implements and records billing adjustments due to bad meter reads, incorrect utility rates, incorrect utility bills, appeals, etc.
- Inputs information on computer to finalize account and start a new customer, including coordination with Title Companies.

IV. Marginal Duties:

- Performs other duties as assigned.

V. Qualifications:

Education: Six months accounting, business, or related training.

Experience: One year of related work experience; may substitute any equivalent combination of education and experience.

Probationary Period: A one-year probationary period is a prerequisite to this position.

Knowledge of: Accounting principles and procedures; City ordinances that regulate business; correct English usage, spelling, arithmetic and vocabulary; computer software including word processing and spreadsheets.

Responsibility for: Moderate responsibility for making decisions that affect the activities of citizens and business owners; dealing calmly and respectfully with irate and upset citizens and business owners.

Communication Skills: Ability to professionally furnish and obtain information from other departments; outside contact with public, furnishing information that can affect individuals and businesses.

Tool, Machine, Equipment Operation: Requires regular use of a computer, printer, copier and telephone system; occasional use of a 10-key adding machine.

Analytical Ability: Communicate effectively verbally and in writing; reconcile and resolve complex billing issues; work independently with minimal supervision; prioritize tasks; work well under pressure and impending deadlines; establish effective working relationships with employees and the public; relate well with a variety of persons under varying circumstances; capable of reporting to multiple supervisors on multiple assignments.

VI. Working Conditions:

Physical Demands: While performing duties of job, employee typically handles office equipment, objects or controls; may periodically bend, stoop or crouch; and frequently communicates with others. Employee will sit or stand for long periods of time and may occasionally move up to 20 pounds.

Work Environment: Employee will work in a generally comfortable office setting. The noise level in the work environment is usually minimal. A moderate amount of pressure and fatigue is present during an average work due to exposure to deadlines and dealing with the public; work procedures are established; work is referred to supervisor as questions arise.

The above statements are intended to describe the general nature and level of work being performed by the person(s) assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities and skills required of personnel so classified. The approved class specifications are not intended to and do not infer or create any employment, compensation or contract rights to any person or persons. This updated job description supersedes prior descriptions for the same position. Management reserves the right to add or change duties at any time.

DEPT/DIVISION APPROVED BY: _____ DATE: _____

PERSONNEL DEPT. APPROVED BY: _____ DATE: _____